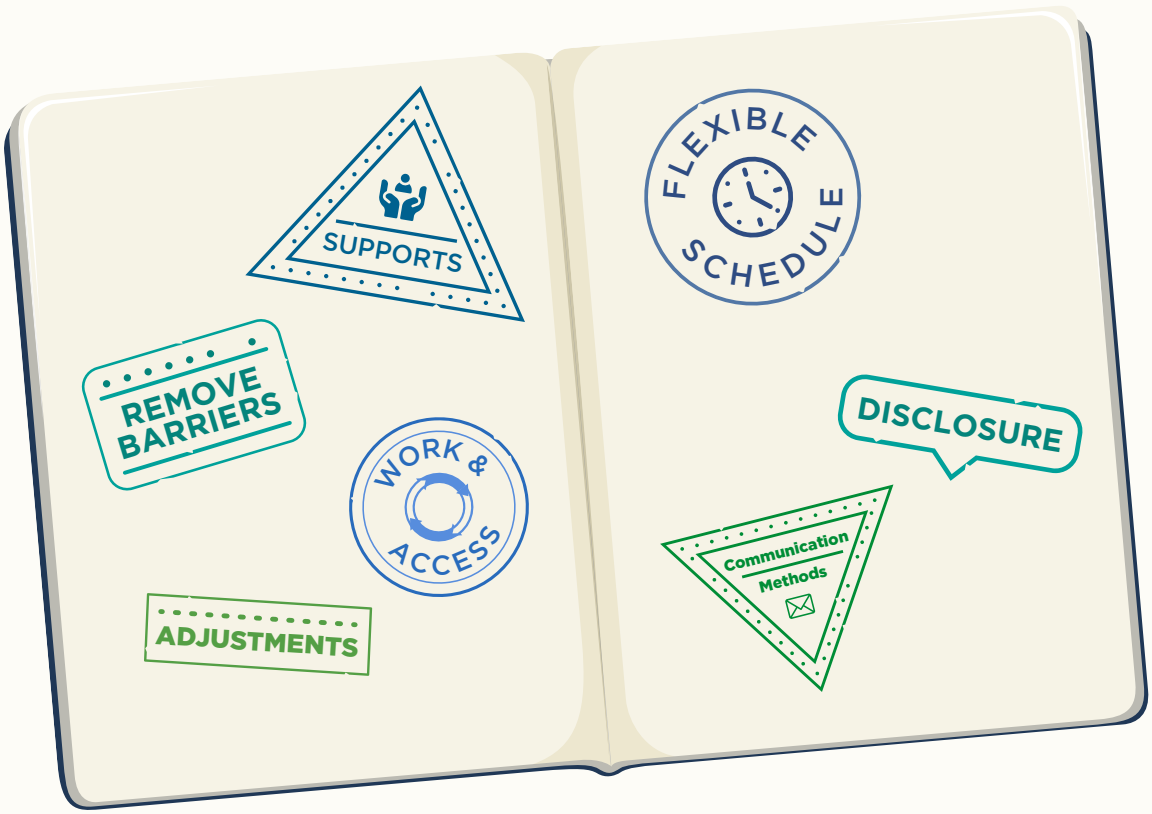
Open Doors

Creating Work Opportunities For All

Inclusion Passport



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INCLUSION PASSPORT

The Inclusion Passport is a tool that aims to remove barriers that colleagues may face due to their personal circumstances, including but not limited to health conditions, disabilities, caring responsibilities, cultural or faith related needs or other circumstances which they would like to make their manager aware of.

The passport may also serve to help colleagues feel more included in the workplace by providing a space for them to share their unique needs, preferences, and working styles with their colleagues and people managers.

The passport is typically shared with the direct people manager to help them better understand how to work with the colleague in a way that is most productive and inclusive, and aids in their work.

The colleague may choose to share the document in whole or partially with other team members or stakeholders too.

The Inclusion Passport is a living record of any agreed workplace adjustments set up between you and your people manager.

The purpose of the Passport is to:

- To enable and support conversations with your manager about individual experiences and circumstances that impact life inside and outside work.
- To allow individuals to thrive at work by providing a safe space for you to discuss how you work best and what support you may require.
- Ensure that you and your people manager have a record of any agreed workplace adjustments;
- Minimise the need to renegotiate adjustments or repeat potentially difficult conversations each time you change your job, or are assigned a new people manager;
- Ensure you are continuously supported throughout your career;
- Provide you and your people manager with a structure to help you regularly review and discuss your workplace adjustments.

Recording a circumstance, preference or request in the Inclusion Passport does not create an entitlement to an adjustment. Any adjustment must be formally approved by the Company in advance. A request, discussion or informal arrangement does not constitute approval. Requests will be considered individually, taking account of the employee's circumstances, role and business requirements, health and safety and the Company's legal obligations. Where appropriate, relevant medical evidence and/or an occupational health assessment may be required.

Any approved adjustment will have a review date and does not create an automatic or permanent entitlement. The Company may review an adjustment where circumstances, role or business requirements change and will determine whether it should continue, be amended or replaced with an appropriate alternative.

Employees must advise the Company of any relevant change in circumstances and engage with any review process.

An adjustment does not change the employee's contract unless expressly confirmed in writing. Employees remain expected to meet the requirements of their role and comply with Company policies, taking account of any formally approved adjustment.

FAQ:

Do I have to complete all of it?

No. This is your document, and it is up to you how much you feel comfortable disclosing. In addition, not every section will be relevant.

What should I include in the Passport?

It is up to you if and when you use it and how much information you would like to share. You are not required to disclose any information that makes you uncomfortable. Medical history need not be disclosed unless you choose to include it. To protect the privacy of third parties, we ask that you do not share information on the document other than your own. If your circumstances, responsibilities, or requirements involve others and you would like to share this, please update the passport.

Note: You are not required to disclose information about your health, your condition, any treatments, or other medical information, unless this information has an impact on your safety or that of others in the workplace, and on your own work within the organisation.

I'm not sure what adjustments I need. How shall I approach the passport then?

Agreeing on an adjustment is a collaborative process between you and your manager. It is normal to try an adjustment and then review it, change if needed.

If you have a disability, you might be also eligible for a Workplace Needs Assessment by professional which is also funded under the Work and Access Scheme.

A to Z of Disabilities and Accommodations provides ideas for adjustments for different barriers one may experience at work.

What are workplace adjustments?

A workplace adjustments can be defined as some modification to the tasks, the structure of a job or the workplace, or provision of special equipment or facilities, which allows a colleague to overcome barriers and enjoy equitable employment opportunities and do your best work within an organisation.

How to maintain your Passport?

Please keep your Passport up-to-date by reviewing it regularly or when there is a significant change to your personal circumstances or a business change which may affect the adjustments or support you have in place. If you have reviewed your Passport with your manager, please schedule regular catch ups to confirm the adjustments and support in place are still fit for purpose or if anything needs to change. If needs be, please speak to your manager as soon as you can if, at any time, the adjustments and support you have in place aren't working for you.

INCLUSION PASSPORT

Name of employee:

Name of manager:

Employee's current role/title:

Passport history

(This table gives details of the history of the passport – the dates previous meetings were held and who the manager was at the time.)

Date of review	Manager Name

Document completion information

In completing this Passport, the employee consents to the information being held by their manager and if appropriate their HR Manager for the purposes set out. The employee has ownership of this passport and decides who it should be shared with.

If the employee has a change of manager, the manager/ designated person leaving will seek the employee's consent prior to the Passport being transferred in strictest confidence to the new manager/designated person, as agreed.

	Details
Date of meeting to complete the Passport	
Employee name and role/title	
Manager name	
Purpose of meeting	Initial completion of the Passport Review of the Passport

Overview of employee's disability or circumstances, workplace barriers and history

(This will allow the employee and manager to gain a better understanding of the individual's condition or circumstances and how it affects the individual)

Suggested questions to start the discussion:

Question	Answer	Action points, date, owner
What working adjustments (if any) do you currently have?		
What is the general nature of your disability or condition? Outline/overview of disability/condition/circumstance *IMPORTANT: No need to share medical information, just what is relevant*		
What workplace barriers exist or might exist for you? *Might be beneficial to think about certain situations, tasks where barriers might arise – and relevant solutions (tool, support, service, adjustment)*		
Are or will these barriers be a constant or likely to change?		
If relevant: what treatment or support are you receiving outside of work?		
What adjustments do you believe would enable you to do your job most effectively? *See Appendix for more examples*		

Are these adjustments required on a temporary basis (up to 6 months) or more permanently?		
Is there a work colleague you trust to confide in if you need additional support? If so, please give their name/contact details.		
Do you have a preferred method of communication that supports you to work at your best or any methods of communication that you may find challenging		
Any adjustments you might require for trainings or meetings, either on-line or in person?		
Do you have regular or occasional caring responsibilities that may affect your work schedule?		
Are there any gender–related adjustments that would help you feel included at work?		
Are there any aspects of your religious practice that might require flexibility?		
Do you need any support understanding employment processes or workplace systems?		
Are there any language or cultural considerations that affect your communication or training needs?		
Are there any probation or legal conditions that may affect your work hours, duties, or travel?		
Do you have a trusted colleague or support person you would like involved in your adjustment discussions?		
Please complete this section with any additional information that you think it is important to know about your circumstances in order to better support you at work.		

Agreed Adjustments

Provide a list of all of the currently agreed adjustments based on the above discussions

Adjustment	Date of adjustment	Date of review	Change of adjustment required

Emergency information

Please provide any additional information that may be useful in case of an emergency related to your situation if appropriate. These should be checked and updated at review meetings as appropriate.

Who are the people you would like to be contacted in the event that you become unwell at work?	Name: Relationship: Contact details:

Who else (if anyone) can access this document?

Employee's signature: _____ Date: _____

Manager's signature: _____ Date: _____

APPENDIX

Adjustment planner

When identifying reasonable adjustments that might help you to work at your best, it can help to think about how your disability / condition / circumstance affects you.

Some impacts may be consistent and easy to identify. But also consider if there might be variations that mean you require additional support or flexibility at certain times.

This could be:

- at different points of the year
- at different times of the day
- in certain contexts
- a predictable pattern (e.g., later in the day, or first thing in the morning, at the end of the week, or every fourth week after medical treatment),
- unpredictable (e.g., bipolar episode, fibromyalgia flare-up, chronic migraine)

When you complete your Inclusion Passport, these prompts might help you identify the impact your disability / condition / circumstance is having, and what adjustments might help.

Remember, all requests must have a clear rationale for them that relates directly to your disability / condition / circumstance. In some cases, we may seek additional advice to ensure we are working to support you in the best way possible.

Working hours

When do you work at your best? What working patterns will help you perform consistently and keep well?

Examples could include:

- Flexible working to allow you to do more of your work at the times you work best.
- Ability to have time off for medical or caring needs.
- Additional time for tasks that take you longer to complete.
- Breaks to allow you to decompress, process situations, or recover.
- Planning time each day to allow you to plan and organise tasks.
- Having a fixed shift pattern.

Communication

How do you communicate at your best? What are your preferences for people sharing information with you – and for you to share it with others? What helps you keep track of information and make sure you can access, understand, appraise, and implement as required?

Examples could include:

- Ensuring captions are available for online meetings.
- Preference for face to face / telephone / email / online communication methods.
- Additional processing time for interviews or timed tests
- Being given additional time to think and contribute in larger meetings.
- Sign language interpreters, lip-speakers, notetakers, or video relay support.
- Information in a different format – e.g., audio, braille, large print, specific fonts or on different coloured paper.
- Using clear and direct language
- Providing clear deadlines for requests
- Providing instructions in a particular format – e.g., written or verbal
- Allow additional time to read and / or proofread information

For Managers

- **Create an inclusive workplace** by asking each of your employees, "how can I best support you to be successful in your job?"
- **Have open conversations** about workplace adjustment needs and promote the Passport as a mechanism to facilitate these conversations.
- **Use Passports completed by employees** to ensure workplace adjustment requests have been implemented as soon as possible and continue to be useful.
- **Protect the confidentiality of the information** contained in each employee Passport and do not share information contained in a Passport or the Passport itself without the employee's written consent.

Some examples of where someone may be experiencing a barrier and practical adjustment to resolve this:

Area	Adjustment	Notes
Working Hours	Flex start / end times	Every Friday WFH to allow for caring duties
Communication	Written instructions preferred	Avoid back-to-back meetings
Equipment & Workspace	Ergonomic Chair, noise-cancelling headset	Utilise Access to Work grants
Facilities	Access to gender-neutral bathroom	Near ground floor
Leave & Flexibility	Time off for Eid	Advance notice where possible
Role & Responsibilities	Limited travel during health treatment period	Delay or reassign travel duties
Cultural	Provision of prayer space	Quiet space provided

Resources used:

Workplace Reasonable Adjustment Passport | Liverpool John Moores University

Government of Canada Workplace Accessibility Passport

Workplace Wellbeing Passport® – The Wellbeing Collaboration

Channel 4 Inclusion Passport

Bank of Ireland Inclusion Passport

Ibec/ICTU Reasonable Accommodation Passport

For employees:

Workplace mapping tool – Disabled Workers Union

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